

REMARKS

Reconsideration and allowance of the subject application in view of the foregoing amendments and the following remarks is respectfully requested.

Claims 1-20 remain pending. Claims 1, 9, and 17 have been amended to recite a knowledge base document not believed to be found in the applied reference. New claims 21-23 have been added to secure an appropriate scope of protection to which Applicants are believed entitled. Support for new claims 21-23 is believed to be found at at least paragraphs 15 and 34 of the instant specification.

Withdrawal of the rejection of claims 1-8 under 35 USC 112 is noted with appreciation.

The Title has been amended in accordance with the Patent & Trademark Office's (PTO's) kind suggestion.

Amended and unamended claims 1-23 are patentable over *Hind et al.* (US Published Application 2004/0128585)

The rejection of claims 1-20 under 35 USC 102(e) as being anticipated by *Hind* is hereby traversed and believed overcome in view of the foregoing amendments. A rejection based on 35 USC §102 requires every element of the claim to be included in the reference, either directly or inherently. *Hind* fails to disclose all elements of the presently claimed subject matter.

Hind fails to disclose at least an electronic document comprising a knowledge base document as claimed in amended claim 1. The *Hind* debug scripts are not an electronic document comprising a knowledge base document as claimed. *Hind* fails to disclose at least a knowledge base document as described at at least paragraphs 15 and 34 of the instant specification, as part of an electronic document. For at least this reason, withdrawal of the rejection is respectfully requested.

For at least the foregoing reason, amended claim 1 is patentable over *Hind* and withdrawal of the rejection is respectfully requested.

Claims 2-8 depend, either directly or indirectly, from claim 1, include further limitations, and are patentable over *Hind* for at least the reason advanced above with respect to claim 1. The rejection of claims 2-8 should be withdrawn.

Further with respect to claim 2, *Hind* fails to disclose embedding of a troubleshooting command set in an electronic document including troubleshooting information as claimed. The *Hind* debug scripts appear to include a command set and not troubleshooting information. For at least this additional reason, claim 2 is patentable over *Hind* and withdrawal of the rejection is respectfully requested.

Claim 9 is patentable over *Hind* for at least reasons similar to those advanced above with respect to claim 1. *Hind* fails to disclose at least an electronic document comprising a knowledge base document comprising troubleshooting information as claimed in amended claim 9. For at least the foregoing reasons, withdrawal of the rejection is respectfully requested.

Claims 10-16 depend, either directly or indirectly, from claim 9, include further limitations, and are patentable over *Hind* for at least the reason advanced above with respect to claim 9. The rejection of claims 10-16 should be withdrawn.

Claim 17 is patentable over *Hind* for at least reasons similar to those advanced above with respect to claim 1. *Hind* fails to disclose at least input of troubleshooting information describing a particular problem where the input comprises storing the troubleshooting information in a knowledge base document as claimed in amended claim 17. In contrast, *Hind* appears to disclose debug scripts 140, 150 and not an electronic document based on troubleshooting information input, comprising storing the information in a knowledge base document, and troubleshooting command input. For at least the foregoing reason, withdrawal of the rejection is respectfully requested.

Claims 18-20 depend, either directly or indirectly, from claim 17, include further limitations, and are patentable over *Hind* for at least the reason advanced above with respect to claim 17. The rejection of claims 18-20 should be withdrawn.

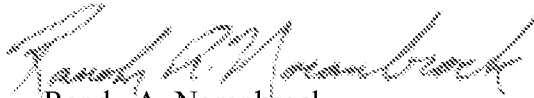
Conclusion

All objections and rejections having been addressed, it is respectfully submitted that the present application should be in condition for allowance and a Notice to that effect is earnestly solicited.

To the extent necessary, a petition for an extension of time under 37 C.F.R. 1.136 is hereby made. Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account 08-2025 and please credit any excess fees to such deposit account.

Respectfully submitted,

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